

# **UCSF Benioff Children's Hospital Oakland 2020-2021 Community Benefit Report**

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# Welcome

At UCSF Benioff Children's Hospitals, we are proud to partner with local organizations to advocate for the health of children in our community. You feel that passion the moment you walk through our doors. Through our community benefit program, we invest in activities that extend far beyond our hospital walls. I am proud to share this year's Community Benefit Report for the Oakland campus. In this report, you will find an overview of the varied ways we engage in community-centered work.

This year, our nation was gripped by two pandemics— COVID-19 and persistent racial injustice. Across our organization, UCSF Benioff Children's Hospital Oakland (BCH Oakland) staff, partners and volunteers met this moment with compassion, ingenuity, and resilience. Our community benefit program provided health professional education, free and low-cost care, innovative research, COVID testing, relief and safety supplies and training for future health providers.

In total, BCH Oakland supported \$81,457,583 in community benefit activities-- a nearly 20% increase over the previous year. In partnership with our local communities, we were able to:

- Provide over 7,000 free COVID tests to children, parents and caregivers at our drive-through testing site;
- Distribute 70,000 reusable cloth masks and other personal protective gear to vulnerable children, youth and families;
- Equip 10,000 local teachers, students and families with COVID related information to ensure school safety; and
- Expand access to mental health care for 250,000 pediatric patients through telehealth psychiatry consultation to primary care providers.

The efforts described in this report speak to our deep commitment to our local community. Community health and health equity are central to our mission and I look forward to partnering with you to sustain this work.

Matthew Cook

President, UCSF Benioff Children's Hospitals

# UCSF Benioff Children's Hospital Oakland

## **Our Mission**

Through Caring, Healing, Teaching and Discovering, we strive to provide the highest-quality health care to all children in our communities, regardless of any identified status, including race, religion or financial status.

## **Our Vision**

To be the best provider of health care, the best place to work, and the best environment for teaching and research.

## **Service Area and Scope of Services**

UCSF Benioff Children's Hospital Oakland offers a broad range of inpatient, outpatient, and community programs. Although we serve patients throughout Northern California and other states and counties, the majority of our patients reside in Alameda County. We offer an array of community programs and services. Our Federally Qualified Health Center is the largest pediatric primary care clinic in the Bay Area and includes two comprehensive school-based clinics and one at the Juvenile Justice Center in San Leandro.

## **Governance**

UCSF Benioff Children's Hospital Oakland is a private, not-for-profit 501(c)(3) organization. In 2014, UCSF affiliated with Children's Hospital Oakland, bringing together two respected health care organizations with a common mission and over a century of excellence in pediatric care.

# Community Benefit Report Overview

The Affordable Care Act requires all nonprofit hospitals complete and submit an annual Community Benefit Report. Although hospitals bring numerous benefits to their local economies, these reports are intended to document the ways that hospitals support the health needs of their communities above and beyond core hospital functions. Although the State of California (via SB 697) provides some general guidance, there is no official definition of a “community benefit.” UCSF Benioff Children’s Hospital Oakland employs the definition provided below.

A community benefit is a planned, managed, organized, and measured approach to meet documentable community needs intended to improve access to care, health status, and quality of life. A community benefit should meet one or more of these criteria:

- Responds to public health needs or the needs of a vulnerable or at-risk population
- Generates no (or negative) profit margin
- Would likely be discontinued if the decision were made on a purely financial basis
- Is not considered standard of care for a children’s hospital

The following are not considered community benefits:

- Activities designed for marketing or fundraising
- Services that are considered “the cost of doing business”
- Education for hospital staff
- Volunteering by employees on their own time
- Capital improvements

## **Community Benefit Report Preparation**

The leadership team for the UCSF Center for Child and Community Health provided oversight for this report. The report was compiled by Jasleen Kaur, Baylee DeCastro, and Adam Davis. Financial data was provided by Chris Culhane and Charlotte Canari.

The 2021 report has been submitted to UCSF Benioff Children’s Hospital Oakland’s Board of Directors and is made available to hospital staff and the general public through the website. Further distribution carried out by the UCSF Center for Child and Community Health. UCSF Benioff Children’s Hospital Oakland maintains public awareness of its community services through social media, traditional media, its website, and other publications.

# Community Health Needs Assessment

Nonprofit hospitals are required by federal and state laws to conduct a community health needs assessment (CHNA) every three years and use the results to develop a community health implementation plan.

The objectives of the CHNA are to identify:

- The greatest health needs and risk factors in the hospital's primary catchment area
- Specific populations and regions experiencing health disparities
- Barriers against and opportunities to address health disparities

UCSF Benioff Children's Hospital Oakland published its most recent CHNA in 2019. The effort utilized a community based participatory research approach and included primary and secondary data. Primary data collection derived input from more than 160 members of the hospital service area, expert interviews with 31 key informants, and 23 focus groups with 290 community members. Secondary data analysis included over 500 epidemiological, socio-demographic and environmental variables.

Through this analysis and additional input from hospital stakeholders, we identified four priorities for the 2019-2022 community benefit cycle:

- Mental Health
- Economic Security and Housing
- Healthcare Access and Delivery
- Diet, Nutrition, and Food Access

*The full CHNA and Community Benefit Implementation Plan for 2019-2022 can be found on the hospital's webpage: <https://www.ucsfbenioffchildrens.org/about/ccch>.*

# Undercompensated and Charity Care

## **UNDERCOMPENSATED GOVERNMENT-SPONSORED HEALTH CARE**

The cost of providing care is often more than what children's hospitals receive to provide it. This is frequently true for children with government-sponsored health insurance such as Medicaid and other means-tested programs. Nearly 70 percent of visits to UCSF Benioff Children's Hospital Oakland in 2021 were by patients who receive government-sponsored health insurance. In each case, UCSF BCH Oakland covers the difference, effectively subsidizing health care for many children in our community.

## **CHARITY CARE**

As a part of our commitment to serve the community regardless of their ability to pay or insurance status, UCSF Benioff Children's Hospital Oakland provides free or discounted care, also known as charity care, to families who do not qualify for government-sponsored health insurance and who meet certain eligibility requirements. The charity care program requires that patients complete an application and provide supporting documentation to verify income level. Self-pay patients who come to the Emergency Department are provided a brochure describing the charity care program. Patients who may be eligible for financial assistance are also notified by a statement on their bill.



# COVID-19 Initiatives

While COVID-19 impacted many health care settings, hospitals experienced a disproportionate burden. At the onset of the pandemic, UCSF Benioff Children's Hospital Oakland canceled many nonessential procedures, increased capacity to accommodate an influx of patients, opened testing sites and incurred the additional costs of optimizing personal protective equipment and telehealth investments. Our hospital also deployed entry screening, scaled up the telecommute program, deployed social distancing training, distributed posters and signage on social distancing and masking, and optimized our electronic medical record to facilitate appointment screening and infection prevention communications. Like many community hospitals, UCSF BCH Oakland experienced significant financial losses, while continuing to invest in the COVID-related needs of patients and families in our community. Below are some of our COVID-19 related efforts.

## School Reopening & Safety

### **UCSF Pediatric Advisory Task Force**

In partnership with Berkeley and Oakland Unified School Districts as well as a coalition of community partners, the UCSF Center for Child and Community Health (CCCH) established the UCSF Pediatric Advisory Task Force to support safe school reopening. The Task Force provides scientifically sound and equity promoting information to families, teachers, students and early care providers through community information sessions. Community sessions provide culturally resonant, linguistically accessible, up-to-date scientific information and practical strategies for risk reduction in alignment with state and county guidelines. Presentations address COVID disparities, mental health impacts, the science of transmission and multiple layers of defense against virus spread including masking, social distancing, ventilation, hand washing, and vaccines. Simultaneous translation is provided in multiple languages. Events are co-led by local organizations that serve as community co-hosts and trusted messengers. The Task Force also provides consultation to school district leaders on reopening plans and safety practices to ensure they promote equity, are grounded in evidence, and optimally interpret state and county guidelines. In less than a year, the Task Force engaged over 10,000 families, early care providers, school administrators, teachers, and staff.

## Mutual Aid

### **Oakland Mutual Aid Collective**

The UCSF Center for Child and Community Health (CCCH), in partnership with Oakland Councilmember Sheng Thao, the UCSF Black Women's Health & Livelihood Initiative, the UCSF National Center of Excellence in Women's Health and a coalition of more than 30 community partners, launched the Oakland Mutual Aid Collective (OMAC). OMAC takes a family- and community-centered approach to procuring and rapidly distributing reusable cloth face masks in adult and child sizes, other personal protective equipment and public health information to Oakland communities disproportionately impacted by COVID-19. These communities include the unhoused, low-income and immigrant families, seniors, essential workers, and other marginalized adults, children, youth, and families. Thanks to a generous outpouring of community support, in 2021 OMAC distributed mutual aid kits including 70,000 masks, 1,000 face shields, 7,000 units of hand sanitizer, 20,000 sets of gloves and 26,000 leaflets with essential health information and community resources.

## **Dr. Barbara Stagers Community Health and Adolescent Mentoring Program for Success**

The Community Health and Adolescent Mentoring Program for Success (CHAMPS) provides multi-year, immersive healthcare experiences and individualized support to students from underrepresented backgrounds who wish to learn about health careers. In supporting our participants during the coronavirus pandemic, CHAMPS staff identified over 20 students and families who needed additional support. Each relief package included \$100 to \$200 in grocery gift cards, masks, spray hand sanitizers, school supplies, and health and social services information handouts.

## **Community-Based Testing**

### **Pediatric Drive-Through Site**

Since the nasal swab tests for COVID-19 became available in spring of 2020, UCSF Benioff Children's Hospital Oakland recognized the need for a pediatric testing site for our patients as well as children in the general community. The importance of avoiding unnecessary exposures in the hospital, clinics, and emergency room led to a designated drive- and walk-through testing site adjacent to one of our clinic buildings. The drive-through site is overseen by the ambulatory clinic team, staffed with nurses and open weekdays from 8 a.m. to 4:30 p.m. Patients are scheduled in advance by a team of office associates and on referral by their community pediatricians. We also allow testing of parents of patients if they were scheduled at the same time as their children. In a typical day, the site tests up to 60 patients. In the first 12 months of the pandemic, more than 20,000 patients were tested. Overall, 5.5% of them were positive, with positivity rates ranging from 1.3% to 16%.

## **Emotional Health and Well-being**

### **Ready! Resilient! Rising!**

Through this collaboration, the UCSF Center for Child and Community Health and UCSF Benioff Children's Hospitals partner with health care providers, safety net clinics, payers, community-based organizations, public health leaders, families and social service agencies to improve the lives of low-income children ages zero to three by supporting providers, individuals, and families in preventing and addressing the impact of trauma on health. The clinical model was developed by pediatric safety net providers and tested at the federally qualified health center at UCSF Benioff Children's Hospital Oakland as well as the Children's Health Center at Zuckerberg San Francisco General Hospital. The model is designed for sustainability in high volume pediatric safety net clinic settings. During the most recent fiscal year, the Oakland project site screened 564 children ages zero to three for Adverse Childhood Experiences (ACEs) and social needs, connected 70% of children with 1 or more unmet need to supportive services, and billed 80% of visits to our Resiliency Clinic for reimbursement. The project also adopted the model to pilot a Teen Resiliency Clinic at the UCSF BCH Oakland School Based Health Centers.

### **UCSF Benioff Children's Hospitals Child and Adolescent Psychiatry Portal**

The Children's Hospitals Child and Adolescent Psychiatry Portal (CAPP) provides real-time, peer-to-peer child psychiatry consultative guidance to primary care providers for youth with mental and behavioral health concerns. CAPP is designed to meet the ever-increasing needs of pediatric primary care practices to serve front-line care providers for mental health. CAPP aims to increase access to necessary mental health care by improving PCP's knowledge, skills and confidence to manage mild-moderate, commonly occurring behavioral health conditions, thereby supporting rational utilization of child psychiatry resources for more complex presentations, and supporting increased integration of pediatric primary and behavioral health care. CAPP provides resources to primary care providers through screening tools, diagnostic resources, and community resources. CAPP also provides information for families on diagnoses, treatment, and navigating community

resources through written information, online, and video resources. In fiscal year 2021, CAPP expanded access to mental health care covering 250,000 pediatric lives.

## Community Education

During the first 10 months of the pandemic, UCSF BCH Oakland pediatric providers and infectious disease physicians were called upon to deliver lectures and participate in educational and community events for a wide variety of community organizations. Community partners in these efforts include a teen boys group, the NAACP, the California Healthcare Foundation, the Alameda Contra Costa Medical Association, the American Medical Association and grand rounds lectures in multiple departments for community physicians. UCSF BCH Oakland physicians also responded to numerous phone calls and email requests from community members and partners for COVID-related information and resources.

# UCSF Center for Child and Community Health

The mission of the Center for Child and Community Health (CCCH) is to be a positive force for all children to live a full, vibrant and healthy life. The Center promotes child health equity through clinical transformation, community partnered research, and systems leadership. The Center's areas of primary focus include the social determinants of children's health, trauma and resilience, and school readiness. CCCH was established in 2018 by health equity experts and champions at UCSF Benioff Children's Hospital Oakland, the UCSF Department of Pediatrics, and UCSF School of Medicine. Below are some of the activities led by CCCH in 2020-2021 that benefit communities in the East Bay.

## **DIRECT SERVICES TO PATIENTS & FAMILIES**

### **Brilliant Baby**

Brilliant Baby supports children's early healthy development and school-readiness by setting up college savings accounts for babies and offering financial coaching to families. The program is part of Oakland Promise, a citywide initiative to disrupt college affordability challenges. Brilliant Baby sets an expectation for a college-bound future from birth, providing each family participating in the program with a free \$500 College Savings Account. UCSF Benioff Children's Hospital Oakland's Claremont Clinic, the Center for Child and Community Health, and the University of Chicago co-lead Brilliant Baby's program evaluation. The evaluation team is observing program impact on a variety of social, economic, and health-related outcomes. In 2020-2021, the Claremont Clinic staff enrolled more than 500 families into the program and followed up with families to assess how a college-bound future improves parental stress, child development, self-confidence and self-efficacy.

### **Center of Excellence for Immigrant Child Health and Wellbeing**

Half of children in Alameda County are immigrants or have at least one parent who is an immigrant. The social, political, and economic challenges faced by many immigrants have serious and lasting impacts on their mental and physical health. Families may avoid care out of fear of deportation. The mission of the Center of Excellence for Immigrant Child Health and Wellbeing is to provide leadership and guidance to promote the health and wellbeing of immigrant children. The Center's mission rests on three pillars. The first pillar is evidence-based clinical services, which focuses on delivering specialized care based on the unique needs of immigrant children, including no-cost forensic exams for asylum seekers. The second pillar provides training and consultation to health professionals and learners both at UCSF Benioff Children's Hospitals and in the community. The third pillar is advocacy to support collective action, policy, and linkages to community resources, as well as to increase immigrant community awareness about legal rights and safety in our clinical environments.

### **Family Care Network (FCN)**

CCCH houses the Family Care Network (FCN), a collaboration of seven organizations that coordinate clinical services, linkage to care, peer advocacy, and legal and mental health services for women and children living with or affected by HIV/AIDS in Alameda and Contra Costa Counties. Beginning in 2020, the Family Care Network served more than 1,000 individuals.

### **FINDconnect**

FINDconnect is an innovative digital platform that empowers patients, care teams and community organizations to collaboratively address the social determinants of health. Patient navigators work alongside providers to refer patients and families to community-based resources. To date, FINDconnect has enrolled 4,065 families and made almost 10,000 referrals. In 2020-2021, 1,000 families were enrolled and over 1,600 referrals were made. The top needs that were identified were activities, food, and housing.

### **FINDconnect Navigation Hub**

Last year, to help expand FINDconnect into the broader community, CCCH partnered with a network of UCSF and community clinics. To this end, CCCH trained participating clinics to screen their young patients for trauma and basic needs. When a family screens positive, the clinic refers the family to a CCCH-based navigator. The navigator, a specially trained health educator, works closely with the family to: (a) identify their priority needs; (b) use FINDconnect to identify useful resources; (c) develop an action plan; and (d) follow-up with the family over six months to help resolve their needs. In fiscal year 2020 alone, the project enrolled more than 300 families and made a total of 922 referrals. Referrals to the FINDconnect Navigation Hub were received from 8 community-based clinics. Virtual navigators followed up on and made linkages to community-based resources for 100% of the referrals received.

### **Food Farmacies**

Food insecurity has been a persistent and growing problem for low-income Bay Area families. With a focus on prevention, UCSF Benioff Children's Hospital Oakland made the connection between food insecurity and children's health and well-being. Partnering with the Alameda County Community Food Bank and Phat Beet Farms, we host two Food Farmacies per month for patients and their families. Participants are offered whole grains, fruits, vegetables, eggs and protein – all free of charge. Additionally, staff are available to enroll families in CalFresh, provide health education information, and offer discounted Community Supported Agriculture (CSA) food box enrollment and cooking demonstrations. In fiscal year 2020, the Food Farmacies served over 2,700 families in need.

### **Oakland Mutual Aid Collective**

The UCSF Center for Child and Community Health, in partnership with Oakland Councilmember Sheng Thao, the UCSF Black Women's Health & Livelihood Initiative, the UCSF National Center of Excellence in Women's Health and a coalition of more than 30 local organizations, launched the Oakland Mutual Aid Collective (OMAC). The goal of the project to procure and rapidly distribute reusable cloth face masks, face shields, other personal protective equipment and public health information to Oakland communities disproportionately impacted by COVID-19. These communities include the unhoused, low-income and immigrant families, seniors, essential workers, and marginalized children, youth, and families. Thanks to a generous outpouring of community support in the early months of the pandemic, OMAC distributed mutual aid kits including 70,000 masks, 1,000 face shields, 7,000 units of hand sanitizer, 20,000 sets of gloves and 26,000 leaflets with essential health information and community resources.

### **Ready! Resilient! Rising!**

Ready! Resilient! Rising! is a regional initiative to make the detection, prevention, and treatment of trauma part of standard pediatric practice throughout the Bay Area. Through this collaboration, the UCSF Center for Child and Community Health and UCSF Benioff Children's Hospitals partner with health care providers, safety net clinics, payers, community-based organizations, public health leaders, families and social service agencies to improve the lives of low-income children ages zero to three by supporting providers, individuals, and families in preventing and addressing the impact of trauma on health. The clinical model was developed by pediatric safety net providers and tested at the federally qualified health center at UCSF Benioff Children's Hospital

Oakland. The model is designed for sustainability in high volume pediatric safety net clinic settings. During the most recent fiscal year, the Oakland project site screened 564 children ages zero to three for Adverse Childhood Experiences (ACEs) and social needs, connected 70% of children with 1 or more unmet need to supportive services, and billed 80% of visits to our Resiliency Clinic for reimbursement.

## **FAMILY & PROFESSIONAL EDUCATION**

### **Dr. Barbara Stagers Community Health and Adolescent Mentoring Program for Success (CHAMPS)**

The Community Health and Adolescent Mentoring Program for Success (CHAMPS) provides multi-year, immersive healthcare experiences and individualized support to students from underrepresented backgrounds who wish to learn about health careers.

### **Early Success Clinic Collaborative**

The Early Success Clinic Collaborative (ESCC) unifies Bay Area early childhood educators, health care and service providers, community-based organizations, funders, and families to optimize children's health care to promote kindergarten readiness. ESCC is focused on transformation that can take place in pediatric primary care to address disparities in school readiness upon entry to kindergarten; and cross-county collaboration within and across San Francisco, Alameda, Santa Clara Counties. ESCC partnered with school districts and early care and education providers in San Francisco and Alameda County to support safe, developmentally appropriate and trauma-informed practices in light of the COVID-19 pandemic in 2020. To date, these efforts have engaged 2,500 young families and early care providers.

### **PEARLS State Rollout**

The California legislature appointed a working group to identify appropriate tools for screening children for trauma. The working group recommended PEARLS, a screening tool developed through a research study co-led by CCCH (see PEARLS below). The state also set aside funding to reimburse providers for using PEARLS starting in 2020. CCCH is working with the state's Surgeon General to co-lead efforts to educate providers about the PEARLS tool.

### **Transforming Research as Usual for Equity**

Transforming Research as Usual for Equity (TRUE) is a partnership between CCCH, the UCSF Clinical Translational Sciences Institute Community Engagement and Health Policy Program, Support for Families of Children with Disabilities, the American Heart Association, the YMCA and Coleman Advocates for Children and Youth. TRUE aims to increase youth, family and other key stakeholder engagement in child health research. TRUE is comprised of two primary activities: the Youth Health Equity Council (YHEC) and the Youth Research Training program launched this fiscal year. Through the YHEC, 20 high school sophomores and juniors from currently and historically marginalized communities in San Francisco and Oakland are given the opportunity to learn about the social determinants of health, health equity, public policy and research; participate in service learning in their communities; learn about health careers; receive mentorship from peer and adult allies; conduct original research in their communities; develop a policy project; and advocate for change. The Youth Research Training Program increases youth capacity to participate in, design, conduct, interpret and translate research into action. Through the program, youth and families collaborate with UCSF child health researchers and learners on community-based research projects.

### **Youth Empowerment Sex Education Program**

Launched in early 2020, the Youth Empowerment Sex Education Program utilizes an evidence-based comprehensive sexual education curriculum with adolescents ages 14 to 24 at UCSF Benioff Children's

Hospital Oakland's three sites focused on adolescents and young adults: Chappell Hayes Health Center at McClymonds High School, Youth Uprising Castlemont Health Center, and the Teen Clinic at Claremont. Our Health Education Coordinators and AmeriCorps Health Education Volunteers provide adolescents with the knowledge and skills to make informed decisions about their sexual health and wellness and connect them to youth-friendly confidential sexual health services. The program is informed by input from youth leaders that serve on our Youth Wellness Advisory Boards at McClymonds High School and Castlemont High School.

## **HEALTH EQUITY RESEARCH**

### **Oral Bacteria Extract (ORBEX) Asthma Prevention Study**

ORBEX is a randomized, placebo-controlled, multicenter study to assess the efficacy, safety, and tolerability of bacterial extract for the prevention of wheezing and lowering respiratory tract illness in infants and toddlers who are at risk for developing asthma. Scientists suggest that in modern societies, the lack of exposure to infections leads to autoimmune diseases, such as asthma and allergies. Conversely, early exposure to certain types of microbes may help prevent such diseases. If the study proves successful, it could lead to the first commercial product proven to actually prevent asthma. In 2020, the study, led by CCCH, continued recruiting patients from the Claremont Clinic and will follow families for three years.

### **Pediatric ACEs and Related Life events Study (PEARLS)**

Developing brains are particularly susceptible to the effects of adversity. If not mitigated, adverse childhood experiences (ACEs) may lead to negative biological and behavioral changes known as toxic stress. Using a novel technical approach, the PEARLS study seeks to identify biomarkers that correlate with exposure to ACEs. By the end of this reporting period, the study team completed all study visits for more than 555 children from the UCSF BCH Oakland's Claremont Clinic.

# Access to Primary Care

## Primary Care for Teens and Young Adults

The Primary Care Department operates four teen and young adult clinics for patients 11 to 21 years old. These clinics provide an array of services above and beyond the standard of care to address the complex economic and societal challenges that young patients may face.

### **DIRECT SERVICES TO PATIENTS & FAMILIES**

UCSF Benioff Children's Hospital Oakland's four community-based teen and young adult clinic sites account for approximately 5,000 visits each year. Most of the young people seen in these clinics live in neighborhoods impacted by poverty, gun violence, substandard housing, food deserts, and other conditions that affect their health and well-being.

Located three blocks from the main hospital, the Teen Clinic is the largest of the three adolescent health sites. The Clinic provides integrated primary and behavioral health care for over 1,000 patients ages 11 to 24.

The two school-based clinics are the Chappell-Hayes Health Center in West Oakland at the site of McClymonds High School and the Youth Uprising/Castlemont Health Center in East Oakland located next to Castlemont High School. The sites operate in conjunction with Oakland Unified School District and the Center for Healthy Schools and Communities at the Alameda County Health Care Services Agency. These clinics serve as national models for full-service, school-based, primary care centers that integrate behavioral health services to promote adolescent development and wellness.

At the Alameda County Juvenile Justice Center (JJC) Medical Clinic, UCSF Benioff Children's Hospital Oakland provides full medical and dental health services. In 2021, the clinic provided care for over 600 young people in detention. This clinic is a collaboration between UCSF BCH Oakland, Alameda County Health Care Services Agency, Behavioral Health Care Services, the Alameda County Probation Department and the Alameda County Public Health Department. UCSF BCH Oakland designed and implemented the Medical Unit's COVID-19 infection prevention and control plan, which includes screening protocols for entry and intake as well as testing for all youth in detention.



# Claremont Primary Care Clinic

## DIRECT SERVICES TO PATIENTS & FAMILIES

UCSF Benioff Children's Hospital Oakland Claremont Primary Care Clinic provides a medical home to more than 9,000 children every year. The clinic uses a team-based care model that includes care coordination for medically and socially complex patients. Through a combination of direct patient care, family navigation, behavioral health integration, early literacy support, and other adjunct services, the clinic provides holistic health care to children speaking more than 30 different languages. Along with general primary care, the following integrated clinics serve special populations:

- **Asthma Clinic** provides care and case management to children with complex asthma.
- **Behavioral Health Integration Clinic** provides mental health evaluation and short-term psychotherapy services for children with behavioral concerns.
- **Charlie's Clinic** provides primary care, care coordination, case management and parent support for children with Down Syndrome.
- **Chasing Health Outcomes Clinic** provides health care for children at risk for diabetes mellitus related to obesity.
- **Developmental Consult Clinic** provides consultation with a pediatric developmental specialist for families that have concerns regarding their child's development.
- **Encore Clinic** provides health care and case management to homeless children and families in collaboration with the Center for the Vulnerable Child.
- **Foster Care Clinic** provides health care and case management to children in foster care in collaboration with the Center for the Vulnerable Child.
- **Integrative Medicine Clinic** provides non-pharmacological services for children with chronic pain.
- **International Clinic** provides health care to non-English speaking patients and their families as well as travel medicine consultation and civil surgeon exams for the immigration process.
- **Medication Consult Clinic** provides consultation with a psychiatrist for families with behavioral and mental health concerns regarding their children.
- **Resiliency Clinic** provides mindfulness and trauma-informed therapist led groups for parents and children to build resilience and promote healthy growth and development.

## **FAMILY EDUCATION**

### **Reach Out and Read**

As a Reach Out and Read affiliate, the Claremont Clinic provides families with tools and information to make reading aloud a daily routine. During well visits, we talk with parents about the benefits of reading aloud with their young children beginning at birth. We show them how to hold books to best engage their children, and how to interact with the text and images to help them follow along. At the beginning of the visit, we give each child a new, developmentally appropriate book to take home. Books are offered in 28 different languages. In fiscal year 2021, over 3,000 new books were distributed to children under age 5 to help close the word gap and promote kindergarten readiness.

### **Injury Prevention Program**

In conjunction with UCSF Benioff Oakland's Trauma Center and the Alameda County Public Health Department, home safety equipment, bicycle helmets, and car seats are provided to caregivers of children to help protect them against injury and accidents in the home and on the road. Additionally, a car seat installation program operates once a month on Saturdays and ensures that car seats are properly installed in families' vehicles.

### **Smoking Cessation**

The Clinical Effort Against Secondhand Smoke Exposure (CEASE) encourages parents who expose their children to tobacco smoke to stop smoking. CEASE provides brief on-site counseling and makes referrals to the California Smoker's Hotline, where parents can receive more intensive counseling and access to nicotine replacement therapy.

## **FAMILY SUPPORT SERVICES**

### **Family Information and Navigation Desk (FIND)**

The FIND Desk provides navigation assistance and referrals for families who have basic unmet needs related to social circumstances that may be impacting a child's health.

### **Staying Healthy in Nature Everyday (SHINE)**

In collaboration with the East Bay Regional Parks District, families experiencing stress or lacking routine access to natural settings have an opportunity to participate in SHINE, a once-a-month outing to various East Bay Regional Parks featuring guided walks and other activities. Exposure to nature is now known to have both physical and psychological benefits and these "nature clinics" reduce stress, loneliness, and physical activity. In addition, the program provides unique educational experiences for youth who seldom "get out in nature." Due to coronavirus pandemic, SHINE successfully pivoted to virtual visits with the Park Rangers and will return to in-person outings in 2021.

### **Medical-Legal Partnership**

The Claremont Primary Care Clinic has partnered with the East Bay Community Law Center since 2006 to provide patients with pro bono legal services on cases related to their health issues. The medical legal partnership provides pro bono legal care around immigration, housing, education/disability, and poverty/homelessness.

## **HEALTH EQUITY RESEARCH**

The Primary Care Clinic partners with the Center for Child and Community Health and the larger community to generate original research. These research studies have local public health importance and focus on asthma, reduction of toxic stress, and social inequities in health care. Studies during 2021 include:

- **Oral Bacterial Extract (ORBEX) Asthma Prevention Study**, a randomized, placebo-controlled, multicenter study to assess the efficacy, safety, and tolerability of bacterial extract for the prevention of wheezing in children ages 5 to 17 months who are at risk for developing asthma.
- **Pediatric Adverse Child Event Screening and Resiliency Study (PEARLS)**, a study looking at how to screen for and mitigate adverse events in young children's lives, and to identify biomarkers of toxic stress in children.
- **Brilliant Baby**, an evaluation study of a range of outcomes resulting from providing babies born into poverty in Oakland with preloaded college savings accounts and financial coaching for their families.

# Care for Special Populations

## Camps

UCSF Benioff Children's Hospital staff, trainees and providers participate in the planning and implementation of a variety of camps for patients with special needs and their families. These camps provide children with support, enrichment, fun and education. The COVID-19 pandemic impacted many aspects of camp programs. In some cases, camp programs were cancelled, while others adapted by creating online "virtual camp" experiences.

### **CAMP HEMOTION (Bleeding Disorders)**

Each summer, Camp Hemotion, run by the Hemophilia Foundation of Northern California, holds a week-long residential program at Camp Oakhurst for youth and their siblings ages 7 to 20 who have, or are carriers of, bleeding disorders. Members of the UCSF BCH Oakland medical team help staff the camp infirmary and provide routine and emergency care for campers while campers participate in various activities and learn how to better manage their conditions. In 2020, the Foundation began conducting virtual events to ensure continued engagement during the COVID-19 pandemic.

### **FAMILY CAMP AND B-LEADERS YOUTH RETREAT (Hemophilia)**

In collaboration with the Hemophilia Foundation of Northern California, members of the Hemophilia Treatment Center help plan and staff multiple bleeding disorder camps. B-Leaders Teen Retreat is a weekend-long empowerment and leadership program for youth ages 14 to 18 diagnosed with bleeding disorders. In 2020, the program went virtual. The virtual program provided participants opportunities to connect with their peers and reflect on their experiences as youth, with a particular focus on their experiences post-COVID during the stay-at-home order. Held in January, Family Camp is a weekend-long program that brings together over 30 families with children who have bleeding disorders for fun, support and relationship building.

### **CAMP SUPER STAR (Sickle Cell Disease)**

UCSF BCH Oakland's Hemoglobinopathy Program helps to sponsor and provide on-site medical support for Camp Super Star, which provides a traditional "sleep away" experience for children with sickle cell disease. Held over a summer weekend in a hillside setting near Livermore, Camp Super Star offers horseback riding, rock climbing, swimming, a DJ, and a variety of sports. In 2020, the camp was cancelled due to the pandemic. However, annually, around 80 children ages 7 to 16 attend camp along with 25 volunteers from UCSF BCH Oakland's Hemoglobinopathy Program.

## **DIABETES CAMPS**

### **Diabetes Youth and Families Camps**

UCSF Benioff Children's Hospital and the Diabetes Youth Families (DYF) organization share a longstanding partnership. Each year, UCSF BCH providers, staff, and trainees collaborate with DYF to provide resident camps, clinics and recreation programs for children and teens living with diabetes. DYF serves more than 1,500 children and families annually. Bearskin Meadow Camp (BMC) is one of the oldest wilderness camps for youth living with diabetes in the country. Campamento is designed for children with type 1 diabetes and their monolingual Spanish-speaking families. Camp de los Niños is a week-long program for children and teens. In 2019, 72% of participants who attended DYF programs, received a scholarship or subsidized rate.

To ensure the safety of staff and campers, all DYF camps and educational programs met remotely. Through DYF's virtual program, the BCH Oakland diabetes team provided education to the community on a variety of topics. Pediatric endocrinologists shared expertise with newly diagnosed teens and facilitated discussions for parents and caregivers on the legal and procedural aspects of 504 plans, re-entry in the era of COVID-19, children's rights at school and how to manage type 1 diabetes during the pandemic.

### **Diabetes and Sports Health (DASH) Camp**

DASH camps provide a diverse array of sports games that incorporate diabetes and life education topics such as symptoms, communication, stress management, action steps, complication prevention and much more. Campers ages 6 to 18 learn from athletic role models with diabetes and from each other. Throughout the year, UCSF BCH medical staff handle diabetes management for DASH campers and provide parent panels and small group discussions. All DASH camps in Oakland are donation based.

# Diabetes Program

The diabetes program focuses on providing direct care and supporting various activities for children with diabetes while also promoting education and awareness of diabetes in the community.

## **CAMPS**

UCSF BCH Oakland employees provide medical care at several diabetes camps throughout Northern and Central California.

## **OUTREACH AND COMMUNITY ENGAGEMENT**

The diabetes team provided a variety of talks and webinars through Diabetes Youth Families (DYF) as well as JDRF (formerly Juvenile Diabetes Research Foundation).

### **JDRF Talks**

UCSF BCH Oakland's Diabetes program sends staff to speak at JDRF on various topics to show support to community partners working alongside us to improve the health of our patients and community.

### **JDRF Medical Providers Council**

UCSF BCH Oakland providers sit on the JDRF Medical Providers Council which has multiple goals including community outreach, improving diabetes education, identifying disparities in the patient population, and seeking solutions to provide standardized care.

### **Life Academy High School Career Day**

Last year, a doctor and certified diabetes instructor attended Career Day at Life Academy High School to give students an opportunity to learn about these professions.

### **DYF Healthcare Provider Advisory Board**

UCSF Benioff Children's Hospital Oakland faculty serve on the medical advisory board for DYF.

### **Depression Screening Taskforce**

This fiscal year, the Depression Screening Taskforce was created to increase PHQ-9 depression screenings in patients with type 1 and type 2 diabetes between the ages of 13 and 17 so that support services can be offered.

## **PROFESSIONAL & ACADEMIC DEVELOPMENT**

The Diabetes program provides numerous education and training sessions throughout the year aimed at improving the quality of care for children with diabetes all over the state. These include:

- **Assessment Center of Alameda County** - The UCSF BCH Oakland Diabetes team provides four trainings on diabetes protocol per year to staff at the Alameda County Assessment Center and as needed to foster parents to ensure that children with diabetes receive appropriate care while awaiting placement, and after being placed in a foster home.
- **Diabetes School Nurse Conference** - The UCSF BCH Oakland diabetes team hosts a conference every other year featuring an endocrinologist, five diabetes educators (nurses and dietitians), a Social Worker, and a Nurse Practitioner.

- **Private School Trainings** - Certified Diabetes Educators from the Diabetes program completed three training sessions for nurses and other school personnel.
- **Advice Nurse Training** - The Diabetes Program provided two diabetes trainings to the UCSF Benioff Children's Hospitals Physicians (UBCP) advice nurses over the past year.
- **Internships** – Through the Children's Hospital Oakland Research Institute (CHORI), high school and undergraduate students receive mentoring and research experience in various diabetes studies.

# Center for Child Protection

While all hospitals interface with victims of abuse, UCSF Benioff Children's Hospital Oakland is the only hospital in northern California with a medical sub-specialty department dedicated to child abuse. Ranked as a Center of Excellence by the Children's Hospital Association, the Center for Child Protection (CCP) cares for nearly 500 children annually that are impacted by child abuse and violence exposure.

Established in 1984, CCP's interdisciplinary team of trained physicians, nurse practitioners and clinical social workers provide comprehensive medical and mental health services and collaborate with other departments at UCSF BCH Oakland, government agencies, community-based pediatric health providers and service organizations. Along with these key stakeholders, CCP creates and fosters a trauma-informed system that promotes the safety, health, and well-being of vulnerable children through:

- excellence and leadership in diagnosis and medical management of child abuse
- evidenced-based mental health services to promote crisis stabilization and healing
- advocacy, education, and resource linkages

## **DIRECT SERVICES TO PATIENTS & FAMILIES**

### **Forensic Medical Services**

Child Abuse Pediatrics is a pediatric subspecialty that unites the medical and forensic systems. Led by one of only three board-certified, practicing pediatricians in Northern California, CCP provides:

- diagnosis and medical management for hospitalized children
- outpatient forensic medical examinations
- outpatient medical consultation
- expert witness testimony

In accordance with the Alameda County Child Abuse Protocol Multidisciplinary Response, the Center for Child Protection is the designated site for forensic medical evaluations. The Sexual Abuse Forensic Examiners (SAFE) team is a group of specially trained pediatricians and nurse practitioners who are available around the clock to conduct acute forensic examinations for all Alameda County children under 14.

### **Mental Health Services**

#### **Crisis Response and Clinical Case Management**

All services for crisis responses and clinical case management are provided by the CCP Clinical Social Worker who conducts crisis assessment and intervention in the emergency department. Serving as the first responder to all cases with a concern for child maltreatment and/or violence exposure, the Clinical Social Worker consults with the medical team, law enforcement, and child welfare to ensure the health and safety of the children. The CCP Clinical Social Worker provides crisis case consultation and resource support to UCSF BCH Oakland employees and community providers on medical and mandated reporting procedures. Each case is reviewed in consultation with CCP medical staff for Post-Traumatic Stress Disorder (PTSD). The Clinical Social Worker coordinates care, appointment scheduling and pre-appointment orientation. In the immediate aftermath of disclosure, the Clinical Social Worker provides support, advocacy and resource linkage.

#### **Brief Early Intervention**



Utilizing the Child and Family Traumatic Stress Intervention (CFTSI) model, early intervention serves children and youth ages 3-17 recently exposed to a potentially traumatic event or having disclosed abuse. CFTSI fills a gap between acute responses/crisis intervention and evidenced-based, longer-term treatments to address established traumatic stress symptoms and disorders. The goal of this family-strengthening model is to improve the caregiver's ability to respond to, and support, a child who has endorsed at least one posttraumatic symptom. By raising awareness of the child's symptoms, increasing communication and providing skills to master trauma reactions, CFTSI reduces symptoms and prevents onset of PTSD. In addition, CFTSI offers an opportunity to assess which children and families need longer-term treatment.

### **Trauma Treatment**

Children and youth ages 3-18 who have experienced child abuse trauma and/or violence exposure can access evidence-based services through Trauma Treatment. The program utilizes Trauma-Focused Cognitive Behavioral Therapy (TF-CBT), Eye Movement Desensitization and Reprocessing (EMDR), and Greif and Trauma Intervention (GTI). Trauma Treatment provides client-level interventions to help children and youth process a trauma or multiple traumas they have experienced while learning strategies to cope with the feelings associated with the experience (e.g. fear, posttraumatic stress, anxiety and depression).

Additional mental health services include:

- **Domestic Violence Education and Screening (DOVES)** is a pioneering program that focuses on the co-occurrence of domestic violence and child abuse. Based at the Alameda County Family Justice Center, this service provides individual and family psychotherapy to children, youth, and their non-offending caregivers who have experienced domestic violence. The DOVES Program facilitates the **Parenting After Trauma Group**, a trauma-informed group therapy program that provides psycho-education and support for caregivers following child abuse and violence discovery and/or disclosure.
- **Camp CCP** is an innovative, summer day camp that engages children impacted by child abuse, trauma, and/or violence exposure. The camp was last hosted in June 2019 due to COVID with plans to resume in the next fiscal year.
- **Feeling Good and Getting Along Skills Group** is a dialectical behavior therapy group for children and caregivers that helps children learn social and emotional regulation skills following child abuse and violence exposure. The group was held through February 2020 and suspended temporarily due to COVID-19.
- **Formations** is a trauma-informed group therapy program for pre-adolescent and adolescent girls that promotes sexual health, healthy communication, and healthy relationships. The program was held through February 2020 and suspended temporarily due to COVID-19.

# Center for the Vulnerable Child

The Center for the Vulnerable Child (CVC) provides medical care, psychotherapy, and social services to children and young adults living in situations that put them at risk for educational, physical, mental, or social health problems. Patients include foster or homeless youth and those with a history of abuse, neglect, or exposure to drugs. To reduce barriers to delivery, services often occur in the caregiver's home or in another location within the community. The CVC is responsible for running the Federally Qualified Health Center (FQHC) Consumer Advisory Board (CAB), which is composed largely of parents of children who have used FQHC services. The CAB provides feedback to ensure the best possible patient care.

## **DIRECT SERVICES TO PATIENT & FAMILIES**

### **Behavioral Health Integration (BHI) and Pediatric Psychology Program (Triple P)**

The BHI program and Triple P increase access to mental health support for children and youth seen in UCSF BCH Oakland's Primary Care and Adolescent Medical Clinics. The clinicians evaluate patients' mental health needs, and help medical staff address the psychological, psychosocial, and cultural factors that may be barriers to getting treatment. Services range from brief treatment in the clinic to longer-term mental health intervention using a home-based community service model.

### **Child and Adolescent Therapeutic Services (CATS)**

The CATS program provides comprehensive mental health services to youth living with their legal guardians, whose special medical needs and concurrent mental health issues threaten to overwhelm family resources and place them at risk of involvement from the Department of Children and Family Services. Most services are provided in the family's home or at school.

### **Encore Medical Clinic**

This clinic provides a medical home for 3,000 children annually. The clinic serves children 18 and younger who experience housing instability and homelessness ranging from sleeping in cars, hotel rooms, and shelters to staying with other people due to an inability to afford a place of their own. Children who are homeless are at higher risk for poorer health outcomes, worse control of chronic health problems such as asthma and seizure disorders, worse nutrition, increased rates of developmental delay and academic failures. Children who are homeless also have increased rates of mental health issues including depression, anxiety and PTSD. Many families experiencing homelessness are fleeing domestic violence. Encore Medical Clinic connects children with medical providers, specialty mental health care, and dental care. Medical case managers assess for social service needs and support families in connecting with community resources. Encore is the only child-focused clinic of its kind in the East Bay.

### **Family Outreach and Support Clinic**

This clinic provides primary care for children up to age 18 who are currently in or have been in foster care. The Case Managers offer psychosocial support, medical case management, and assistance with securing entitlements that the family may not have accessed.

### **Help Me Grow (HMG)**

HMG serves young children from birth to age six in the Family Reunification program of Alameda County's Department of Children and Family Services. With expertise in the impact of trauma on young children, HMG

provides initial developmental assessments and consults with child welfare workers and caregivers to identify the mental health, developmental, and relational needs of children.

### **School Based Clinics: Behavioral Health Program**

The school-based clinics at McClymonds and Castlemont High Schools integrate medical and behavioral health care to support the health and wellness of adolescents and young adults attending the schools or living in the area. The CVC provides behavioral health services including crisis intervention and individual, family, and group psychotherapy. In addition, each site's behavioral health team participates in coordination of services with Oakland Unified School District staff. Program staff also offer mental health consultations for educators and parents on nutrition, self-care, healthy lifestyles, conflict resolution, reproductive health, and substance abuse prevention. Due to the COVID pandemic, the school-based clinics had to reduce hours at Youth Uprising/Castlemont and close McClymonds. Patients were diverted to the Teen Clinic or Castlemont for the duration, still enabling access for all.

### **Services to Enhance Early Development (SEED)**

SEED is a long-standing collaboration among the CVC, Alameda County's Department of Child and Family Services (DCFS), and Alameda County Public Health Department to provide services to children ages 0 to 3 who are dependents of the court. The SEED team consists of infant/early childhood mental health practitioners, developmental specialists, family partners, child welfare workers, and parent advocates working together to provide developmentally sensitive services to these vulnerable children.

### **Successful Preschool Adjustment and Readiness for Kindergarten (SPARK)**

SPARK promotes successful adjustment to preschool and readiness for kindergarten aged children in transitional living situations. SPARK works, both individually and in groups, with children who are identified by preschool teachers as having behaviors interfering with school participation and peer relationships. SPARK provides assessments of child behavior, parent-teacher consultation, and one-on-one individualized child intervention to improve social skills. Family therapy is also provided when indicated.

## **PATIENT & FAMILY EDUCATION**

### **Foster Parent Support and Education**

This weekly educational program is open to all foster parents in the community seeking education and support as they navigate the foster care system and raise children who may be affected by complex trauma.

## **PROFESSIONAL & ACADEMIC DEVELOPMENT**

### **Practicum Training Programs**

The CVC offers training for graduate students in the fields of counseling, infant development, social work, and psychology. Students receive weekly supervision and attend case conferences, team meetings, seminars, and didactic training.

### **Services to Enhance Early Development (SEED) Consultation Project**

Child welfare workers, police, and public defenders learn about infant mental health and the needs of young children in the welfare system through interactive consultation.

### **Training and Workshops**

The CVC offers training and workshops to community providers serving children and families involved in the foster care system. In 2019, the CVC offered a wide range of trainings including “Calling in Culture,” “DBT Training,” and “Law and Ethics in Psychotherapy.” Continuing education credits are available.

## Early Intervention Services

Early Intervention Services(EIS) provides therapeutic and developmental intervention, case management, child development consultation, and family support services for infants and young children ages 0 to 6 with developmental, medical, and social-emotional difficulties, as well as exposure to toxic stress and trauma. These services are family-driven, relationship-based, and trauma-informed. A multidisciplinary staff delivers these services at homes, school sites, community-based locations, and a clinic in Jack London Square. Each year, more than 500 families utilize these services, and many more children are reached with training and consultation activities.

### DIRECT SERVICES TO PATIENTS & FAMILIES

#### Neonatal Follow-Up Programs

- **High-Risk Infant Follow Clinic (HRIF).** The HRIF program provides developmental assessments and health services for California Children’s Services (CCS)-eligible children who are at high risk for neurodevelopmental delay or disability. A multidisciplinary team, over the course of three or more visits, provides neurodevelopmental assessments and case management services for infants and children up to three years of age whose care was provided in a CCS approved NICU. The clinic serves approximately 200 children annually.
- **Special Start Home-Visiting Program.** Special Start offers developmental, medical, and psychosocial case management to approximately 225 children per year who are graduates of a Neonatal Intensive Care Unit (NICU), residing in Alameda County, and have complex medical conditions and/or social risk factors. Participants ages 0 to 3 receive weekly to monthly home visits by a coordinated team of nurses, developmental specialists, and mental health specialists. This program also includes two parent-support groups for Spanish-speaking families of children with disabilities.

#### Parent-Infant Program (PIP)

- **Local Early Access Program (LEAP).** Serving 27 children and families, LEAP is designed for infants up to age three who have developmental disabilities and are clients of the Regional Center. Program components, offered in English and Spanish, include a parent-child play-based intervention group, home visits focused on developmental intervention, and parent support.
- **Early Periodic Screening Diagnosis and Treatment (EPSDT) Mental Health Programs.** EPSDT mental health programs are designed for children up to age six with behavioral, emotional or relational difficulties due to trauma, family disruption, or complex medical and developmental histories. Services include comprehensive assessments, home-based dyadic intervention, and therapeutic parent-child groups. All mental health services are relationship-based, developmentally informed, and inclusive of caregivers. The specific EPSDT programs are:
  - **CARE Early Childhood Mental Health Program** which provides home-based therapy for children with severe trauma or other complexities, and their families.
  - **FIRST Perinatal Drug Treatment Support Program** which provides therapy for families where drug use and/or incarceration has disrupted the parent-child relationship.

- **Fussy Baby Program** which provides help for young infants with problems of regulation including crying, feeding and sleeping difficulties.

## PROFESSIONAL DEVELOPMENT

### **Irving B. Harris Early Childhood Mental Health Training Program**

EIS administers an infant and early childhood mental health training program in Alameda County and consults around workforce development locally and regionally. Our learning collaboratives emphasize the Diversity-Informed Tenets for Working with Infants, Children and Families, and the centrality of relationships. This training program is meant to expand the knowledge and skills of providers, particularly family support professionals, who address the social and emotional development needs of young children. Within the Irving B. Harris Program, the Reflective Facilitators in Training Program supports a culturally and ethnically diverse group of professions in increasing their capacity for leadership within their respective agencies. Through a learning community model, the Irving B. Harris program develops cross disciplinary cohorts of service providers, and trains between 20-40 individuals a year. Over 250 professionals have completed the program since its inception.

### **Advanced Practice Issues in Early Childhood Mental Health Training Series**

Funded by a Title IV-E grant, EIS offers an annual training series, free of charge, for Alameda County providers serving babies and young children at risk for entering the child welfare system. Recent topics have emphasized the impact of toxic stress, trauma, and immigration trauma on young children and their families.

### **EIS Consultation and Training Team**

EIS provides technical assistance and consultation services to numerous community and public county agencies as well as Early Head Start/Head Start programs each year. In addition to offering embedded site case consultation for agency staff and supervisors, EIS mental health and developmental consultants offer content and process training. EIS aims to provide consultation support across the care continuum to all systems of care that serve young children and their families.

### **Infancy and Early Childhood Mental Health Consortium**

Supported by SAMHSA, EIS in collaboration with the Infant Parent Program and the Child Trauma Research Program at the UCSF Department of Psychiatry is helping lead an early childhood mental health workforce development project targeting ten counties in northern California. Training and telehealth methods will increase promotion, prevention and treatment services for young children in these more rural communities. This past year, over 1,000 providers, family support specialists, and parents were trained in principles and practices of early childhood mental health and understanding trauma. The Consortium worked closely with those counties that have been impacted by recent fires in California to think about both trauma and protective factors to strengthen families and communities under these difficult conditions.

## HEALTH EQUITY RESEARCH

Early Intervention Services maintains an evaluation and research program supporting positive outcomes for young children with medical, developmental, and social-emotional delays. Studies include:

- **Evaluation of the California State University East Bay's Infant and Early Childhood Mental Health Postgraduate Certificate Program**, a post-master's project aimed at developing a more diverse workforce specialized in early childhood mental health to better match the community being served.
- **The Home-Visiting Neonatal Follow-Up Study**, an evaluation of the effectiveness of a program for severely medically fragile infants at high social risk.

# Hemoglobinopathy Center

Sickle cell disease and thalassemia are inherited conditions affecting hemoglobin, the protein within red blood cells required for transporting oxygen. These diseases disproportionately affect people of African and Asian descent. UCSF BCH Oakland's Comprehensive Center for Hemoglobinopathies, one of the largest in the world, treats over 800 children and adults with hemoglobinopathies. Primary care, case management, and education are delivered within the specialized and complex hematology care environment necessary for optimal outcomes in chronic diseases.

## **DIRECT SERVICES TO INDIVIDUALS AFFECTED BY HEMOGLOBINOPATHIES & FAMILIES**

### **Bone and Marrow Transplantation House**

Some children with hemoglobinopathies have access to bone marrow transplant (BMT), whereby they receive healthy bone marrow that produces normal red blood cells and can be cured of hemoglobinopathy disorders. Multiple options for stem cell transplant are also available to patients, including unrelated and sibling cord blood stem cells. UCSF BCH Oakland is one of the few institutions in the United States that offers gene therapy clinical trials to patients with sickle cell or thalassemia. For medical reasons, children who receive a transplant must live within a 20-mile radius of the hospital for 100 days after transplantation. Families living further may stay at the Blood and Marrow Transplantation House which can accommodate two families at a time just one block from the hospital.

### **The Braddock Emotional Support Team (BEST)**

UCSF Benioff Children's Hospital Oakland established BEST to offer psychological services and achieve improved mental health outcomes for children and their families living with sickle cell disease, as well as cancer. Based on a multidisciplinary team approach, psychologists, patient navigators, and mental health interns join staff physicians, advanced practice providers, nurses, social workers, and administrative support staff to provide truly comprehensive care. In 2020-2021, BEST served over 75 children with sickle cell disease and their families at no cost in both inpatient and outpatient settings. Services provided include:

- Emotional support upon admission to the hospital
- Support groups for families
- Resources to help children and teens develop coping mechanisms
- School-based services for patients and their siblings

## **FAMILY EDUCATION AND SUPPORT**

### **Sickle Cell and Thalassemia Holiday Parties**

Sickle Cell and Thalassemia outreach teams plan annual holiday parties for individuals with sickle cell disease or thalassemia and families each December. Hundreds of patients, families, and guests attend these events which include food, games, and music in order to foster community support for affected individuals.

### **Sickle Cell Support**

UCSF Benioff Children's Hospital Oakland offers a support group for individuals with sickle cell disease and families, and a holiday party for the pediatric program. UCSF BCH Oakland also partners with the State of California and Centers for Disease Control and Prevention to increase awareness and advocacy.

### **Thalassemia Outreach Program**

The Thalassemia Outreach Program engages in patient and community outreach through newsletters, educational handouts in multiple languages, booklets, videos, presentations, and a website (thalassemia.com).

### **Thalassemia Support**

Thalassemia social workers regularly meet with patients and families individually and in groups to discuss adherence, morbidity, diet, exercise, and the impact of the disease on their mental health and personal relationships.

## **PROVIDER EDUCATION AND ADVOCACY**

### **California Sickle Cell State Action Planning Initiative**

More than 50 individuals with sickle cell disease, family members, experts, community organizations, and other partners met to create the first-ever California Sickle Cell State Action Plan. The goal of the plan is to create a roadmap to transform health care delivery, access to care, and cost-effective care for Californians with sickle cell disease. This year the UCSF BCH Oakland-led initiative was passed by the State Legislature, and provides \$15,000,000 of funding over three years to increase access to care for adults with sickle cell disease throughout California.

### **Health Education and Liaison Program for Sickle Cell Disease “HELP-SC”**

In 2018 the Center began a pilot project, Health Education and Liaison Program for Sickle Cell (HELP-SC) to train health providers from high-risk areas in the management of sickle cell disease. This year, the Center held numerous "boot camps" - intensive training sessions - for physicians, advanced practice providers, and nurses caring for individuals with sickle cell disease, and hopes to hold three per year moving forward.

### **HRSA Pacific Sickle Cell Regional Collaborative**

In 2019 UCSF Benioff Oakland and the Center for Inherited Blood Disorders (CIBD) hosted physicians and nurses from the grant's collaborative sites in the Western states for its fifth annual two-day workshop discussing standards of care, project goals, and timelines. The Pacific Sickle Cell Regional Collaborative has representation from 13 Western states and has the mission to improve the health and quality of life of individuals with sickle cell disease, no matter where they live or seek care in the region.

### **Thalassemia Western Consortium**

The HRSA and CDC funded Consortium met again in 2019 at UCSF Benioff Oakland for its fifth Annual Meeting. Physicians, nurses, and social workers from the 11 grant sites in the Western states along with federal partners from CDC, met to discuss standards of care guidelines, project goals, and timelines which will become available on the CDC website. The Thalassemia Center has received continuous support from HRSA and CDC to improve access to care for transfusion dependent thalassemia patients in the western region. The Center collects data on implementation of expert-recommended management guidelines in the region and the increase in number of patients receiving care through the specialty centers.



# HIV Program

UCSF Benioff Children's Hospital Oakland's Pediatric HIV program, established in 1986, offers comprehensive care to infants, children, youth, and their families who are living with or exposed to HIV. Since HIV attacks the immune system, it is critical for infected individuals to begin early medical treatments with combinations of specific medications to improve their quality of life and survival. For most individuals, HIV is a chronic condition that can be managed for decades with proper treatment and consistent adherence to medication regimens.

## **DIRECT SERVICES TO PATIENTS & FAMILIES**

### **HIV Clinic**

UCSF Benioff Children's Hospital (BCH) Oakland emphasizes retention in care and adherence to medications in order to suppress patients' HIV to undetectable levels in the blood. In 2020-2021, over 40 patients were followed in the clinic, and currently 97 percent of them have undetectable blood-HIV levels. Assistance and guidance is also provided to patients transitioning from pediatric to adult care. Since 2001, 82 teens and young adults have graduated into youth or adult HIV programs.

Advances in the prevention of mother-to-child transmission of HIV have dramatically decreased the infant infection rate in the United States. However, other countries impacted by HIV/AIDS still struggle with this pandemic, and the Pediatric HIV Program continues to provide care for families who immigrated to the United States, for whom HIV may be a new diagnosis. International adoption accounts for over half of our program's current population of children living with HIV and the Pediatric HIV Program offers pre- and post-adoption education and services for affected families.

### **HIV Opt-Out Testing**

UCSF BCH Oakland offers universal, opt-out HIV testing as part of routine care for all patients 13 years of age and older to comply with recommendations from the Centers for Disease Control & Prevention. Since the program began in 2014, UCSF BCH Oakland has identified eleven previously undiagnosed but HIV-infected youth, a high proportion of whom had acute HIV infection (meaning, the infection was newly acquired, and they were at high risk of spreading HIV to partners).

### **Hope Clinic**

Through collaboration among programs in the Family Care Network (FCN), it is possible to identify pregnant women living with HIV, provide them with care during their pregnancies, and ensure their babies get proper treatment. Infants born to mothers with HIV are monitored for the disease over the first four to six months of life by Hope Clinic staff until the possibility of HIV infection has been eliminated. Since 1996, approximately 750 infants have been cared for in the Hope Clinic, none of whom have been infected with HIV, and in Alameda County, there have been no new infants born with HIV since 2007.

### **Sexual Assault and Needle Stick Exposures**

The team provides preventive services, support services, and education for children at risk of acquiring HIV due to sexual assault or needle sticks. Approximately 10 to 20 children are treated by our clinicians every year. Since 1997, the HIV Program has cared for 225 patients exposed to HIV, and none of these patients had acquired the virus.

## **PROFESSIONAL & ACADEMIC DEVELOPMENT**

Program staff work to educate community providers in northern California, foster parents, teachers and schools about pediatric HIV/AIDS issues through presentations and seminars. A mini-residency program is offered to educate physicians, nurses, and social workers interested in increasing their clinical and psychosocial knowledge about HIV/AIDS. In addition, clinical expertise is shared with medical delegations from countries severely affected by the AIDS epidemic. Medical teams including doctors, nurses, social workers, and public health/government representatives from Côte d'Ivoire, Thailand, Nigeria, Tanzania have participated in various aspects of this program.

## The Braddock Emotional Support Team (BEST)

The hematology and oncology programs at UCSF Benioff Oakland treats hundreds of children and young adults each year suffering from diseases like leukemia, lymphoma, brain tumors, and sickle cell disease who undergo treatments for years or even a lifetime. Many children with these conditions as well as their families experience mental health challenges, such as depression and anxiety. Due to medical advancements over the last few decades, most children with cancer and sickle cell disease now survive until adulthood, but may continue to suffer cognitively and emotionally. UCSF Benioff Oakland's Braddock Emotional Support Team (BEST), the only program of its kind in the Bay Area, provides specialized care to address the unique social and emotional needs of hematology and oncology patients and their families.

UCSF Benioff Oakland established BEST to offer psychological services addressing the unique needs of children and their families living with cancer, as well as sickle cell disease. In 2020-2021, BEST served over 175 children with cancer and sickle cell disease and their families at no cost in both inpatient and outpatient settings. Services provided include:

- Emotional support upon admission to the hospital
- Outpatient psychotherapy for patients and family members
- Support groups for families
- Resources to help children and teens develop coping mechanisms
- School-based services for patients and their siblings
- Bereavement and palliative support for patients and families

## Cancer Survivorship Program

A multidisciplinary team of professionals provides individual psychotherapy, play therapy, stress management, and behavioral modification techniques in order to give emotional support and hope to children with cancer along with their siblings and parents. The Survivors of Childhood Cancer program, which is implemented in coordination with various specialists, provides psychological services to pediatric cancer survivors who completed treatment two or more years prior. Program participants receive information, guidance, and referrals regarding their medical, economic, and psychosocial needs as they progress into survivorship and adulthood. More than 50 children, both current cancer patients and survivors in remission, received psychotherapy through the program.

### Short- and Long-Term Mental Health Therapy

A multidisciplinary team of professionals provides individual psychotherapy, play therapy, stress management, and behavioral modification techniques in order to give emotional support and hope to children with cancer along with their siblings and parents. The Survivors of Childhood Cancer program, which is implemented in coordination with various specialists, provides psychological services to pediatric cancer survivors who completed treatment two or more years prior. Program participants receive information, guidance, and referrals regarding their medical, economic, and psychosocial needs as they progress into survivorship and adulthood. In 2019, 125 children, both current cancer patients and survivors in remission, received psychotherapy through the program.

## PATIENT EDUCATION AND OUTREACH

**School and Social Reintegration**

Not only are pediatric cancer patients' school attendance and social interaction affected by their condition and treatment, their cognitive development may also be impaired. The Psychology Oncology team provides neuropsychological assessments, school presentations, and individualized advocacy for children who have been absent from school or who have cognitive challenges due to cancer treatments.

**Teen and Young Adult Cancer Support Group**

The Teen and Young Adult Cancer Support Group is a safe place where teens and young adults ages 13 to 21 can connect to find support, resources, and hope while dealing with a cancer diagnosis and the long-term accompaniments of survivorship.

# Child Life and Creative Arts Therapy

Child Life and Creative Arts Therapy creates opportunities for infants, children, teens, and young adults to learn, play, and creatively express emotions during treatment or hospitalization. The experiences patients have when undergoing surgery, going through diagnostic testing, or receiving a life-limiting diagnosis are all too common and hugely overwhelming. Child Life and Creative Arts Therapy ensures patients' emotional, social, cognitive, and developmental needs are cared for during their visits to a clinic or stays in the hospital. Certified Child Life Specialists provide therapeutic care to prepare children for procedures, engage patients and families in diagnosis education, and introduce supportive coping skills and comfort measures to master hospitalization, illness, and injury. These interventions help minimize stress, supporting patients now and in the future as they face challenging life events.

## **DIRECT SERVICES TO PATIENTS & FAMILIES**

### **Music Therapy Program**

Established in 2008, the Music Therapy program employs three board-certified music therapists who provide services throughout the hospital for infants, children, and families. Music therapy is a clinical and evidence-based modality proven to help alleviate pain, reduce trauma, promote physical rehabilitation, support patients' coping skills, alleviate stress, anxiety and depression, stabilize heart rate and blood pressure, and support cognitive and communication skills. The music therapy program is also a training site for graduate-level music therapy students.

### **Artist-in-Residence Program**

The Artist-in-Residence program at UCSF Benioff Oakland offers creative-arts programming in the hospital classroom, teen lounge, oncology playroom, and infusion center. UCSF Benioff Oakland artists work with patients in groups or in individual bedside visual- and digital-art sessions. In weekly sessions, patients are encouraged to socialize with peers and share their creative projects with the hospital community.

### **Hospital School Program**

In partnership with the hospital, the Oakland Unified School District Hospital School program provides academic support for UCSF Benioff Oakland inpatient population. Three general-education teachers provide both bedside and classroom support for patients enrolled in grades K–12. In addition, one special education teacher teaches students ages 3-22 who have Individual Education Plans. The school program follows the district's school-year calendar, running all weekdays. The program also provides a variety of enrichment activities such as art sessions, dance, video-making, and interactive science projects.

### **Family Resource and Information Center**

The Family Resource and Information Center (FRIC) is dedicated to offering supportive services for families and caregivers during hospital stays. FRIC's bilingual staff members welcome and meet with newly admitted patients in order to facilitate and guide families. The center serves as a safe space for parents and caregivers so they can better care for themselves and visiting family members. Weekly support groups provide parent-to-parent networking, coffee and conversation meet-ups, group art workshops, knitting, and other wellness activities. Family resources include business center accommodations such as computer access, faxing, scanning, cell phone charging, and general information on local community services. The CHO Show—The CHO Show is a live, interactive TV program broadcast into each patient's room through a closed-circuit television channel. On the CHO Show, patients and families participate in games, trivia, tell jokes, share

advice, and display art or original videos for the entire hospital. Children who cannot leave their rooms have the ability to interact with the show through their hospital room TV which promotes positive socialization, enabling all patients to contribute their unique viewpoints and experiences. The CHO Show playlist can be found on the hospital's YouTube channel:

[www.youtube.com/playlist?list=PLLndO3CVvTfJ6Lv1yduB5f3GXUBPO1dvM](https://www.youtube.com/playlist?list=PLLndO3CVvTfJ6Lv1yduB5f3GXUBPO1dvM).

# Family Information and Navigation Desk (FIND) & FINDconnect

Where we live, play, eat, sleep, and learn profoundly impacts our health. In addition, health outcomes are determined 10% by quality of care, 10% by access to health care and 80% by social determinants of health (SdoH). Yet, social and environmental factors are not traditionally addressed in health care settings due to a lack of training, time, and incentive.

**The Family Information and Navigation Desk (FIND)** desk was created by a UCSF Benioff Oakland pediatrician to assist providers with addressing basic unmet needs for families and children. Through the FIND program, families are paired with Community Health Workers (CHWs) to navigate resource connections.

CHWs use innovative technology to identify, prioritize, and address basic needs in the lives of children and families. UCSF Benioff Children's Hospital Oakland's primary care clinic considers these SdoH to be vital signs. They are assessed at all visits along with blood pressure, heart rate, height, and weight.

**FINDconnect** is the technology created to automate case management as well as to enable providers to quickly screen for, prioritize and address basic needs for our most vulnerable children and families and then connect them to community resources. FINDconnect is now available to any provider or trainee at UCSF Benioff Children's Hospital Oakland. To date, FINDconnect has enrolled 4,065 families and made almost 10,000 referrals.

In 2018, the FINDconnect team began the process of scaling beyond UCSF Benioff Oakland after becoming licensed at a clinic in New York. The Center for Child and Community Health has also negotiated contracts with a local childcare agency and a local insurance payer. In the summer of 2019, the team engaged in a pilot with Children First Medical Group, spreading FINDconnect to clinics within the provider network in Alameda County. This pilot will have three cohorts over 2019 to 2021, creating an evidenced-based model to be adopted by clinics and community agencies that do not have the capacity to screen and refer.

## **SOCIAL DETERMINANTS OF HEALTH**

Poor health outcomes in children are driven more by social, economic, and environmental factors than by genes, behavior, or access to healthcare. The World Health Organization defines the social determinants of health as the circumstances in which people are born, develop, live, and age. Traditionally, however, addressing these social determinants of health has been outside the scope of medical practice.

# Injury Prevention Program

The Injury Prevention Program (IPP), administered by UCSF Benioff Oakland's Trauma Services, aims to reduce the number of unintentional injuries and fatalities in children through advocacy, education and by providing equipment to promote safety.

## PATIENT EDUCATION

### Child Passenger Safety

The IPP is involved in several efforts to increase child passenger safety including the:

- **Car seat evaluations** conducted upon request by the Social Services Department, Rehabilitation Department, Orthopedic Department or Neonatal Intensive Care Unit to evaluate them for a safe discharge home. When families lack resources, a suitable car seat, if available from grant funding, is given to them at no cost.
- **Car seat inspections** conducted in the community and at a monthly Car Seat Inspection Station operated by IPP.
- **Driving Home Parent Handbook** digital link is provided to families when their child is admitted to the hospital and provides additional car seat safety information.
- **Keeping Children Safe from Injury** booklet distributed to over 15,000 families each year. The booklet provides car seat safety guidelines and education on various types of injury prevention.
- **Car Seat and Vest Loaner Program** provides appropriate equipment for children discharged in SPICA casts.

### Home Safety Improvement Program

The Home Safety Improvement Program promotes active supervision among parents to keep children safe from unintentional injury. Social workers and Neonatal Follow up case managers provide patient families with a wide array of safety devices including window guards, bathtub thermometers, cabinet latches, outlet protectors, and furniture corner cushions.

### Text OUCH to 30644

OUCH is a text campaign that provides safety tips to caregivers of young children. Subscribers receive health and safety text messages each month in English or Spanish. The campaign has been recognized as a "Best Practice" tool by the National Association of Pediatric Nurse Practitioners and the Contra Costa County Board of Supervisors.

### Helmet Program

Helmets, along with the appropriate education, are distributed in the hospital to children who don't own a helmet or whose helmet has been damaged in a bike crash. Helmets are also distributed at community health and safety events.

### The Prevention of Abusive Head Trauma Program (PURPLE)

PURPLE is a program used in the NICU through an agreement with the National Center on Shaken Baby Syndrome. It educates parents and caregivers about normal infant crying and the dangers of shaking an infant. Parents receive either a DVD or a special code to download a phone application along with informational handouts.



### **Safe Infant Sleep Environment Program**

All parents or caregivers with an infant in the hospital less than one year of age are educated on how to create a safe sleep environment for their infant to prevent Sudden Unexpected Infant Death (SUID). Every baby discharged from the NICU receives a sleep sack and cribs are provided to families based on financial need.

## **PROFESSIONAL EDUCATION**

### **Stop the Bleed**

This national training initiative supported by the American College of Surgeons went on hiatus due to the coronavirus pandemic. In 2021, plans are in place to resume classes utilizing a hybrid model that incorporates web training with in-person sign off and return demonstration.

## **ADVOCACY**

**Gun Safety Initiative.** After a very intensive planning process, fiscal year 2020 marked the launch of widespread distribution of gun locks. The Gun Safety Initiative, in collaboration with the Childhood Injury Prevention Network- Bay Area(CIPN-BA), is also supported by strategy media and public information campaigns prior to gun lock distribution.

### **The Childhood Injury Prevention Network–Bay Area (CIPN–BA)**

Founded and chaired by the IPP coordinator, CIPN–BA is a multidisciplinary group of individuals, agencies and hospitals spanning several Counties who share a passion for a safer world. CIPN–BA is committed to a leadership role in improving the lives of children through building awareness of children’s injuries as a public health priority, and through influencing legislation.



# Medical Social Services

Over 70% of patients at UCSF Benioff Children's Hospital Oakland receive Medicaid and many families have complex needs that impact their medical care. Medical social workers assess and address the social, economic, and psychological barriers that patients and their families experience, many of whom are adjusting to new diagnoses, requirements of chronic conditions, or catastrophic injuries. Social workers consult with physicians, clinicians, community agencies, patients, and their families in both inpatient and outpatient settings.

## **DIRECT SERVICES TO PATIENTS & FAMILIES**

### **Medical Social Work Services**

Social workers at UCSF Benioff Oakland provide clinical services 24 hours a day, seven days per week.

Specific services include:

- Supportive counseling
- Crisis assessment and intervention
- Referral for concrete services, including lodging, transportation, and meals
- Referral to community resources
- Financial support via allocation of philanthropic donations
- Case management and advocacy
- Brief individual therapy, family therapy, and group treatment

### **Spiritual Care**

The hospital chaplains provide spiritual care and emotional support to patients, their families, and staff, especially as they experience the uncertainty of illness, facing loss, or dealing with trauma. The chaplains provide support to people of all faith perspectives and traditions, including those who identify as spiritual but not religious and those who do not have a faith or spiritual practice. Spiritual care services include:

- Direct care to patients and families dealing with illness, trauma, and loss
- Contact with a patient's or a family's faith leader and/or faith community as needed
- Collaboration with the interdisciplinary medical team
- Advocacy in helping to articulate a patient's or family's needs
- Faith-based rituals

### **Interpreter Services**

UCSF BCH Oakland offers qualified medical interpreters 24/7, in 62 languages, free of charge to patients and their caregivers with limited English proficiency or who are deaf or hard of hearing.

### **Food Farmacy Program**

Every year Medical Social Services staff hosts a monthly grocery give-away for patients and families in order to help address food insecurity as a barrier to children's health and wellbeing. Annually 60 bags of fresh meat, produce, dairy and non-perishable items are provided in collaboration with Alameda County Community Food Bank every month. Due to the coronavirus pandemic, Medical Social Services paused this program with plans to resume in 2021.

### **Holiday Donation Program**

During the winter holidays, medical social workers identify families with limited resources and connect them with community agencies and private donors who provide them with financial assistance, food, and holiday

gifts. This year, due to the pandemic, families were supported with gift card donations instead of wrapped gifts. This program provided over \$30,000 in gift cards to nearly 120 patient families to help them with basic needs like food and clothing, as well as special items for the holidays.

## **PROFESSIONAL & ACADEMIC DEVELOPMENT**

### **Internships**

The Medical Social Services department has a long history of affiliations with six graduate schools of social work. From August to June, the department hosts approximately 10 graduate students in the final year of their Master of Social Work program and provides the interns with an opportunity to integrate what they're learning in school with their clinical practice. Unfortunately, internships were cut short for 2020.

### **Fellowships**

The Medical Social Services department offers advanced clinical training and supervision for postgraduates with a Masters of Social Work degree in a year-long Medical Social Work Fellowship program. The fellows are integral members of the multidisciplinary outpatient medical team, providing family-focused services to children, adolescents, and young adults diagnosed with both acute and chronic medical conditions.

# Complex Pain and Palliative Care Program

## **DIRECT SERVICES TO PATIENTS & FAMILIES**

The PACT team is available for consultations on an inpatient and outpatient basis, and can help with advance care planning, decision-making, care coordination, pain and symptom management, memory/legacy making activities, anticipatory and post-death grief support, and staff support. The PACT team currently includes 2 Physicians, a Child Life Specialist, and a Social Worker/Bereavement Coordinator. We continue to work in close collaboration with our Physician colleagues, Spiritual Care, Child Life Services, Music Therapy, Nursing, the BEST team and Social Work to provide comprehensive care for our patients and families.

In 2020 the PACT team saw 145 children in various stages of their disease process. Unfortunately, due to family relocation, we were unable to continue providing pet therapy. However, our new Child Life Specialist has been approved to become a therapy dog handler. We are hoping that, once the restrictions attendant to the COVID-19 pandemic have subsided, the process will move forward to completion.

PACT team members have become increasingly involved with the Fetal Treatment Center/UBCP-MFM Program. We have been meeting with families directly, as well as providing consultation for colleagues. This has proven a very dynamic element of our team's work, and has increased opportunities for collaboration, integration and continuity of care.

The Complex Pain Consult Service includes one physician. In 2020-2021, over 5,000 inpatient consultations were performed at UCSF Benioff Children's Hospital Oakland. The average number of monthly consults was 449. The consults spanned all units and services, including Sickle Cell, Oncology, Surgery, Trauma, Medicine, Intensive Care, and Neonatology.

In the Fall of 2020, the Integrative Medicine program launched at UCSF Benioff Children's Hospital Oakland. The small, but mighty, service consists of an integrative Physician, a licensed Acupuncturist/Nurse, as well as a Massage Therapist. Pre-existing services of massage and acuthery continued for our Heme-Onc patients, as well as newly expanded access for children admitted to our hospital General Medical services and those under the care of the Rehabilitation team. Services provided include mind-body modalities, acuthery, as well as manual therapies. This growing service has been providing relief from pain, nausea and anxiety, as well as complex symptom relief and management.

## **PROFESSIONAL & ACADEMIC DEVELOPMENT**

The PACT team provides ongoing education about pediatric palliative care locally, nationally, and internationally. The PACT team provides rotations and other learning opportunities for providers from multiple disciplines and continues to present at meetings and conferences throughout the year.

## **FAMILY SUPPORT SERVICES**

### **Reflection Room**

The Reflection Room is a suite of private rooms dedicated to the care of both imminently dying children or those who have died. The private space allows families and communities of support the gift of time in a non-medical setting. Families have the opportunity to fashion their time as they choose; to say their more intimate good-byes, engage in spiritual/religious ritual, and engage in cultural and other relevant traditions. When a family spends time in the Reflection Room, the PACT team is often present to provide emotional support, engage in memory/legacy making, provide a presence for families to share their narrative and their child's

narrative, assist with arrangements for burial, and other needs that arise. During the COVID-19 pandemic, we were able to offer the Reflection Room as a place where family members were able to gather together in ways not available when in the hospital proper.

### **Bereavement Support**

Most families are given a customized bereavement packet of materials, with information about loss and grief appropriate for all ages, resources local to the family's community, on-line resources, and written materials. PACT offers referral to individual and group counseling. Although postponed due to COVID-19, preparations are underway to implement virtual support groups for adults and for siblings.

### **Bereavement Coordinator**

We are fortunate now in that we have recently been granted funds to hire a new position, a position dedicated to bereavement support and coordination. A primary focus for this individual will be providing direct counseling and support for all members of bereaved families and communities. This provider will also oversee other aspects of the bereavement program, including organizing bereavement activities, staff support and education, and administrative duties.

### **Day of Remembrance**

Since 2012, the hospital has held an annual Day of Remembrance for our bereaved families. This is a day when families and hospital staff come together to remember and honor the children who have died over the years. With COVID-19, we were not able to offer this important gathering in recent years. We are in the process of identifying ways to offer virtual memorialization events.

### **Artfelt Memories**

Typically, we host the program, Artfelt Memories, on a quarterly basis. We work in partnership with the Art for Life Foundation in a workshop that allows families the opportunity to share memories, stories, thoughts and feelings with other bereaved families. Each member of the family creates a memory box to take home and cherish. This, too, has been postponed in light of COVID-19, and we hope to resume our gatherings as soon as possible.

# Sports Medicine for Young Athletes

The UCSF Benioff Children's Hospital Oakland Sports Medicine Center for Young Athletes is a program dedicated to providing multidisciplinary care, treatment, and education exclusively for young athletes and their families. From the field to the clinic, our team of physicians, physical therapists, athletic trainers, and sports-trained experts focus on the performance and safety of developing pediatric and adolescent athletes, whose care should be managed differently than older athletes. Our specialty programs, innovative technology, and cutting edge facilities provide a unique resource for coordinated sports injury care, prevention, and education.

Staff from the Sports Medicine Center for Young Athletes are very active in the community. Over the course of the year, staff interact with over 20,000 athletes through the provision of subsidized and pro bono athletic training services and educational workshops.

## **PATIENT EDUCATION**

The Athletic Training Program provides sports medicine coverage at 16 local high schools and all 7 Oakland Athletic League football games and sports championship games. The Center is also a resource for the North Coast Section of the California Interscholastic Federation and provides onsite athletic trainers at all North Coast Section high school championship events. Athletic trainers work with young athletes to manage acute injuries and also provide individual education and group seminars to prevent sports injuries. The Center offers certification classes for CPR and first aid to the community including coaches.

## **PROFESSIONAL & ACADEMIC DEVELOPMENT**

The Sports Medicine Center for Young Athletes facilitates community education and outreach to medical professionals and the general public through annual medical conferences, pro bono monthly community lectures, and health and safety workshops specifically for young developing athletes. Each year, its specialists participate in more than 30 lectures and workshops across Alameda and Contra Costa Counties.

# Academic and Professional Development

## **Dr. Barbara Staggers Community Health and Adolescent Mentoring Program for Success**

The Dr. Barbara Staggers Community Health and Adolescent Mentoring Program for Success (CHAMPS) offers educational interventions helping students of racial and ethnic minority populations explore health care professions, so that these professions can become more representative of California's diverse population. The long-term goal of CHAMPS is to improve health care access and reduce the health disparities present in today's society. CHAMPS partners with local high schools, health academies, universities, medical schools, and residency programs as part of a health professions pipeline.

## **HIGH SCHOOL STUDENTS**

### **Clinical Internships and Health Careers Training Program**

Each year, nearly 100 high school students from the Oakland and Berkeley public school systems participate in a three year healthcare research internship program. There are four core program components: clinical internships, which let student scholars rotate to different areas of the hospital and gain experience working in the healthcare field; academic enrichment, which provides students with SAT and college preparation and career planning; psychosocial services, which includes case management and counseling for students; and youth leadership development, which provides peer education and community service opportunities. In spite of the COVID-19 pandemic, 2020, CHAMPS graduated 25 scholars in 2020. Each of these scholars completed high school, and all plan to start college within the coming academic year. Additionally, CHAMPS graduates received numerous scholarship awards to attend schools such as UC Davis, San Francisco State, Humboldt State, UC Merced, and Hampton University. In addition to their educational institutions' financial rewards, other notable scholarships received by CHAMPS graduates include Students Rising Above, the Oakland Promise, and the Steph & Ayesha Curry Foundation Scholarship. Students from the three-year Clinical Internships and Health Careers Training Program also receive training to become peer health leaders. They deliver health lessons to fellow students, focusing on public health issues more prevalent in under-resourced communities, such as nutrition, environmental health, and mental and behavioral health, and have an opportunity to practice their public speaking skills while developing original presentations to engage their peers.

## **COLLEGE STUDENTS AND ALUMNI**

### **Career and Leadership Development Programs**

In 2020-2021 CHAMPS provided more than 30 pre-health alumni and local minority college students with career guidance and professional development through CHAMPS leadership and career development webinars. The webinar series provided critical support for alumni and local college students preparing to navigate their next steps towards health professions by focusing on developing professional and strategic planning skills. Students learned financial literacy, how to better utilize social media applications, and how best to communicate their skills on resumes, cover letters, and in personal pitches. The skills needed to meet requirements of today's job market and career development are often not taught in the classroom but they are critical to continue on the pathway towards health professions. CHAMPS also partners with Health Careers Connection (HCC), a national program that helps college students gain summer internships in public health settings.



## **CONNECTING THE PIPELINE CHAMPS**

### **Student-to-Student Network**

CHAMPS partners with the Health and Medical Apprenticeship Program at UC Berkeley (UCB), and the Children's Hospital Oakland Research Institute Student Summer Research Program (CHORI SSRP) to bring together CHAMPS students with a wide variety of students in higher education studying different health focuses. UCB students serve as mentors and role models and conduct academic and college preparatory advising, as well as lessons on a number of health topics. CHAMPS students are supported as candidates for the competitive CHORI SSRP, which provides participants with paid research internships working alongside scientists and their pre- and post-doctoral students. In addition, alumni of the program have also returned to support current students through virtual panel discussions and encourage them during college transitions. These partnerships provide opportunities to build direct connections between high school students and college students in the next step of their health careers.

# CHORI Summer Student Research Program



## **CHORI Summer Student Research Program: 40 years of Advocating for Diversity in Science**

For 4 decades, the CHORI Summer Student Research Program has placed talented high school and college students from under-represented backgrounds into Bay Area clinics and basic science labs to participate in active biomedical research projects. This summer program provides a one-on-one mentorship with healthcare and research teams, along with access to tailored professional development workshops, scientific seminars, trainings, simulations, and networking opportunities. The program culminates in a formal research symposium in which each student presents their project findings to the scientific community, many of which continue on as future grants, publications, and advances in healthcare. The overall goal of the program is to foster an interest in health sciences for under-represented students, arming them with professional skills and confidence to improve their likelihood of success in STEM careers.

In 2020, for the first time in our program's history, we offered a completely virtual research training program in response to the coronavirus pandemic. While many other training programs closed their doors, we remained determined to provide much needed opportunities to our underserved students during a time of crisis. Thirty student interns were supported with financial stipends to participate in the 8-week distanced learning curriculum: 67% were female, 70% were students of color, 67% were low income, first in their family to attend college or had a disability, and 37% were completely new to research training. Pivoting to this new curricular environment took a huge effort from the programming team and the support of our funders, hospital administration, mentors, and students. Although challenging, 97% of our students reported that the CHORI SSRP virtual program was much better than other online programs they had participated in. Furthermore, 97% reported an interest in pursuing another research experience.

Our program was recognized by the Dean's office as the Best Pipeline Career Training Program Pivoting to Online Learning. Our students also had glowing responses, "My participation in {SSRP} has been a defining moment in my education. It really helped me define what I wanted in terms of a career and path..." Another student said "The warmth and support from the leadership team along with the diverse set of lectures was unbelievably well-put together". Though students had limited opportunities for research beyond the summer given COVID restrictions, seven students are continuing research with their mentors and an additional four students have already published their research in scientific journals this year. We are encouraged by our experience and our student's enthusiastic response. As we prepare for the unknowns of 2021, we continue to provide guidance to other US training programs considering an online curricular format for 2021 programming.

# Graduate Medical Education

Education and training are a vital part of UCSF Benioff Children's Hospital Oakland's mission. UCSF Benioff Oakland prepares physicians, scientists, nurses, and technicians to be leaders in their chosen fields. Trainees and students are encouraged to remain and practice in the East Bay after they graduate.

## **MEDICAL STUDENTS**

In the 2020-2021 academic year, UCSF Benioff Oakland provided month-long training in 13 pediatric specialties for over 100 medical students from across the country. Third year UCSF medical students rotate through UCSF Benioff Oakland as one of their core pediatric teaching sites, as do second-year UCSF medical students for their introduction to clinical medicine. We are also a site for fourth-year UCSF medical students for required sub-internship rotations.

## **RESIDENTS AND COMMUNITY-FOCUSED OUTPATIENT ROTATIONS**

The UCSF Benioff Children's Hospital Oakland Residency Training program continues to be one of the premier training programs in the western United States, with 82 pediatric residents and four chief residents. As part of their required training, residents spend several months on the outpatient rotations:

Community/Advocacy/Primary Care (CAP), Developmental/Behavioral Pediatrics (DBP) and Adolescent Medicine. During these rotations future pediatricians learn how to advocate for the rights, safety, health, and education of children and their families. Residents visit more than 40 community sites to provide health care and education while gaining critical community knowledge and a more complete understanding of patients' needs such as accompanying public health nurses for patient home visits. They also participate in many Individual Educational Assessments in schools as representatives of the patient's medical home and to provide support for the family. With funding from the Health Resource and Service Administration, the Graduate Medical Education and Primary Care departments have been expanding and enhancing these outpatient rotations and the curriculum all residents receive.

## **VISITING RESIDENTS**

An additional 400 residents and fellows, mostly non-pediatric, rotated through the hospital in the 2019-20 academic year for pediatric experience in their specialties which included emergency medicine, general surgery, orthopedics, anesthesiology, neurosurgery, radiology, otolaryngology, family practice, dentistry, and urology. Others with pediatric specialties came from nearby programs.

## **NURSING STUDENTS**

In 2020-2021, UCSF Benioff Oakland provided pediatric nursing training to over 600 nursing students from throughout the United States. Clinical placements are made in a variety of settings, including inpatient units, preceptorships with advanced-practice nurses, administrative nursing preceptorships, and preceptorships in specialty areas such as the Emergency Department, Surgical Services, Ambulatory Services, and the Juvenile Justice Center. In addition, UCSF Benioff Oakland offers two nursing scholarships: The Ava Elliot Scholarship which provides nursing school tuition support and the Ava Elliot Excellence in Nursing Award which provides tuition support for continuing education for nursing staff.

## **RESIDENTS AND ADVOCACY, COMMUNITY WORK, AND THE UNDERSERVED**

As part of our program residents receive a broad curriculum including training on advocacy, trauma-informed care, cultural humility leadership, health equity, immigration health, public policy, and community resources. This exposure leads many to choose elective time to pursue advocacy projects, quality improvement work, research, and community service activities. Residents have applied for CATCH grants through the American Academy of Pediatrics to fund important projects at UCSF Benioff Oakland. They have organized advocacy events and written pieces for the media. Residents have served as mentors to under-represented minority high school students through the CHAMPS program at UCSF Benioff Oakland and pursued other mentorship activities in the community. Additionally, many residents also participate in legislative advocacy work in the local community. Residents at UCSF Benioff Children's Hospital Oakland are dedicated to serving populations of children with complex medical and psychosocial needs and a large percentage of UCSF Benioff Oakland's residents go on to practice in local, often underserved, communities. Up to 40 percent of residents go into fellowship training to become pediatric sub-specialists and many stay at or return to UCSF Benioff Oakland after subspecialty training.

# Volunteer Services

Volunteers have served at the heart of UCSF Benioff Children's Hospital Oakland since its founding over 100 years ago, however in 2020 our world changed. Due to the pandemic, we placed our volunteer program on hold. Also, in 2020, UCSF Benioff Children's Oakland Volunteer Services merged with UCSF Health Volunteer Services. With more than 700 volunteers spread across our campuses including: UCSF Helen Diller Medical Center at Parnassus Heights, UCSF Medical Center at Mount Zion, UCSF Medical Center at Mission Bay (which includes Benioff Children's Hospital) and now UCSF Benioff Children's Hospital Oakland. We will be at the forefront to provide world class support to our patients, their families, and staff under one department and one robust volunteer database. Our volunteers will continue to reflect the diversity of the surrounding community; and we look forward to welcoming them back in the coming years.

## **FAMILY ADVISORY COUNCIL**

The Family Advisory Council is a special group of volunteers made up of parents and family members whose children received care at UCSF BCH Oakland. They work in partnership with hospital staff to promote family voice through dignity, respect, and information-sharing. The Council serves as an advisory resource to leadership and to hospital departments. The Council also provides input on issues that affect the care and well-being of hospital families.

# Economic Impact

UCSF Benioff Children’s Hospital Oakland’s methodology of determining the economic value of the benefit to the community incorporates elements of the reporting requirements for the IRS and the California Hospital Association’s community benefit valuation standards. The community benefit valuation is the total net cost of charity care, undercompensated government-sponsored medical care, professional education, and subsidized community programs, services, and research above and beyond reimbursement, philanthropic support, grants, and supplemental funding.

See: [CBR FY 2020.xlsx](#)

<u>Economic Value</u>	<u>Fiscal Year 2021</u>
<b>Charity Care</b> Free care to Uninsured and underinsured patients	\$ 2154740
<b>Government-Sponsored Health Care</b> Unpaid costs of public coverage programs, net of government funding	\$ 188,971,765
<b>Subsidy to Ensure Physician Coverage for Uninsured/Underinsured Patients</b>	\$ -
<b>Health Professional Education</b> Graduate medical education, Fellows, Nurses	\$ 14,724,862
<b>Subsidized Health Programs</b> Clinical services provided despite a financial loss to the organization	\$ 5,419,662
<b>Community Health Services</b> Activities or programs, subsidized by the hospital, carried out and supported for the express purpose of improving community health	\$ 22,133,077
<b>Research</b> (includes research costs not covered by external sponsors)	\$ 9,315,974
<b>Advocacy for Children’s Health Issues</b>	<i>Included in operations</i>
<b>Subtotal</b>	\$ 242,720,080
<b>Supplemental Revenue</b>	
Less: DSH/Supplemental Funding (SB855/SB1255), including Measure A	\$ 113,275,144
Less: Hospital Provider Fee	\$ 57,348,024
<b>Total Charity Care and Community Benefit</b>	\$ 72,096,912